

Macquarie University Library

Using the Automated Retrieval Collection (ARC)

Part of the Library's collection is stored in an automated storage and retrieval system (ASRS). This collection is known as the **Automated Retrieval Collection (ARC)** and items in this collection have their location identified in the Library's online catalogue as:

"Automated Retrieval Collection – place a request"

How do I place a request?

- Place a request through the Library's catalogue from anywhere you can access the Internet.
- In the item's catalogue record you will see an action menu on the right hand side. Use the **Place a Hold/Closed Collection Request/Automated Retrieval** link to request your item.
- You will need your staff/student ID number to complete this request.

Where do I collect the item?

Collect your requested item from the *Resource Collection Point* on Level 2 of the Library (C3C)

How long will it take?

Items are available within **half an hour** from the time of your request.

Will I be notified?

You will **not be notified** when an item is available.

How long will my item be held for me?

Items from the Automated Retrieval Collection will be held at the Resource Collection Point for **three working days**.

Where do I return the item?

Return the item to the **return chutes** at the Library entrance.

How do I get help?

For help visit the Resource Collection Point on level 2 of the Library or telephone 9850 7507.

